

# 2015 Group 1 Capstone



Comprehensive  
Public Training Program

Participant Manual

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# **2015 Group 1 Capstone** **Schedule**

Introduction to Course

Building Trust

Managing and Improving Work Processes

**Break (15 minutes)**

Communicating Top-Down Messages

Change Management

**Lunch Break (1 hour)**

Inspirational Leadership

Situational Leadership

**Break (15 minutes)**

Emotional Intelligence

Wrap-Up

**Building Trust**  
NOTES SECTION:



**Managing and Improving Work Processes**  
NOTES SECTION:



## Managing and Improving Work Processes

### Flow Process Chart Symbols



Start/Stop



Decision



Process



Document



Transition

### **CURRENT FLOW PROCESS**

## Managing and Improving Work Processes

### Flow Process Chart Symbols



Start/Stop



Decision



Process



Document



Transition

**NEW FLOW PROCESS**

## **Communicating Top-Down Messages**

NOTES SECTION:



## **Change Management**

NOTES SECTION:



## **Inspirational Leadership**

NOTES SECTION:



## **Situational Leadership**

NOTES SECTION:





## **Emotional Intelligence**

NOTES SECTION:



## **General Notes**

NOTES SECTION: